



•ALL•ABOUT•PEOPLE•™

**GENERAL SERVICES ADMINISTRATION
FEDERAL SUPPLY SERVICES
AUTHORIZED FEDERAL SUPPLY SCHEDULE CATALOG/PRICE LIST**

On-line access to contract ordering information, terms and conditions, up-to date pricing, and the option to create an electronic delivery order is available through GSA Advantage!, a menu-driven database system. The INTERNET address for GSA Advantage! is <http://www.gsaadvantage.gov>.

SCHEDULE TITLE: 736 – Temporary Administrative and Professional Staffing Services (TAPS)

FSC Group: 736

Contract No. GS-07F-0069V

Contract Period: November 19, 2008 through November 18, 2013

Contractor: All About People
2141 East Camelback Road
Suite 105
Phoenix, AZ 85016-1212
Phone Number: (602) 955-1212
Fax Number: (602) 955-6646
E-Mail: kathleen@nwalliancegroup.com
Website: www.allaboutpeople.net

CONTRACTOR'S SOURCE FOR ORDERS/RFP/RFQ: Sherri Mitchell

Email: sherri@allaboutpeople.net

CONTRACTOR'S ADMINISTRATION SOURCE: Kathleen May

Email: kathleen@nwalliancegroup.com

BUSINESS SIZE: Minority Owner Small Business

CUSTOMER INFORMATION:

**1a. TABLE OF AWARDED SPECIAL ITEM NUMBERS (SINs)
SIN DESCRIPTION**

736-1 Administrative Support and Clerical Occupations
736-2 Automatic Data Processing Occupations
736-4 Information and Arts Occupations
736-5 Technical and Professional Occupations



•ALL•ABOUT•PEOPLE•™

- 1b. **LOWEST PRICED MODEL NUMBER AND PRICE FOR EACH SIN:** Not Applicable
- 1c. **HOURLY RATES AND DESCRIPTION OF ALL CORRESPONDING COMMERICAL JOB TITLES, EXPERIENCE, FUNCTIONAL RESPONSIBILITY, AND EDUCATION:** All hourly rates shown are firm fixed price. See the following price list for hourly rates by location and labor category. See the Job Descriptions provided after the pricing information.
2. **MAXIMUM ORDER*:** \$100,000 per SIN
3. **MINIMUM ORDER:** \$100
4. **GEOGRAPHIC COVERAGE:**
The geographic scope of the contract is the 48 contiguous states, the District of Columbia, Alaska, Hawaii, the Commonwealth of Puerto Rico and all U.S. Government installations and/or agencies abroad.
5. **POINT(S) OF PRODUCTION:** Not Applicable
6. **DISCOUNT FROM LIST PRICES:** Not Applicable
7. **QUANTITY DISCOUNT(S):** None
8. **PROMPT PAYMENT TERMS:** Net/30 days
- 9a. **Government Purchase Cards are accepted at or below the micropurchase threshold.**
- 9b. **Government Purchase Cards are not accepted above the micropurchase threshold.**
10. **FOREIGN ITEMS:** None
- 11a. **TIME OF DELIVER:** Not Applicable
- 11b. **EXPEDITED DELIVERY:** Not Applicable
- 11c. **OVERNIGHT AND 2-DAY DELIVERY:** Not Applicable
- 11d. **URGENT REQUIREMENTS:** Agencies can contact the Contractor's representative to effect a faster delivery. Customers are encouraged to contact the contractor for the purpose of requesting accelerated delivery.
12. **FOB POINT:** Not Applicable



•ALL•ABOUT•PEOPLE•™

13. ORDERING ADDRESS:

2141 East Camelback Road
Suite 105
Phoenix, AZ 85016-1212

14. PAYMENT ADDRESS:

PRIMARY

Regular Mail:

Advance Payroll Funding LTD
DEPT. #34386
PO BOX 39000
San Francisco, CA 94139

ACH Wells Fargo Bank:

3800 Embassy Pkwy, Suite 310
Akron, OH 44333
Contact Tiffany Steppenbacker @ 1-888-651-6500 *108 for bank account #'s

San Francisco: Lockbox #34386

Overnight Mail:

Wells Fargo Lockbox Services
Attn: Advance Payroll Funding LTD DEPT 34386
3440 Walnut Ave., Bldg A, Window H
Fremont, CA 94538

***** If US postal service is used for the overnight address this will result in delays. The overnight address should only be used for special couriers.**

15. WARRENTY PROVISION: Standard Commercial Warranty. Customer should contact contractor for a copy of the warranty.

16. EXPORT PACKING CHARGES: Not Applicable

17. TERMS AND CONDITIONS OF GOVERNMENT PURCHASE CARD ACCEPTANCE: Government Credit Card Accepted

18. TERMS AND CONDITIONS OF RENTAL, MAINTENANCE, AND REPAIR (IF APPLICABLE): Not Applicable

19. TERMS AND CONDITIONS OF INSTALLATION (IF APPLICABLE):
Not Applicable



- 20. **TERMS AND CONDITIONS OF REPAIR PARTS INDICATING DATE OF PARTS PRICE LISTS AND ANY DISCOUNTS FROM LIST PRICES (IF AVAILABLE):** Not Applicable
- 20a. **TERMS AND CONDITIONS FOR ANY OTHER SERVICES:** Not Applicable
- 21. **LIST OF SERVICE AND DISTRIBUTION POINTS (IF APPLICABLE):**
Not Applicable
- 22. **LIST OF PARTICIPATING DEALERS (IF APPLICABLE):**
Not Applicable
- 23. **PREVENTIVE MAINTENANCE (IF APPLICABLE):**
Not Applicable
- 24a. **SPECIAL ATTRIBUTES SUCH AS ENVIRONMENTAL ATTRIBUTES (e.g. recycled content, energy efficiency, and/or reduced pollutants):**
Not Applicable
- 24b. **Section 508 Compliance for EIT:** Not Applicable
- 25. **DUNS NUMBER: 128602526**
- 26. **NOTIFICATION REGARDING REGISTRATION IN CENTRAL**

CONTRACTOR REGISTRATION (CCR) DATABASE:
Contractor has an Active Registration in the CCR database

Wages Based on San Francisco, CA

736-1 Administrative Support and Clerical Occupations	
Accounting Clerk I	\$ 27.97
Accounting Clerk II	\$ 31.79
Accounting Clerk III	\$ 35.14
Administrative Assistant	\$ 46.90
Court Reporter	\$ 42.77
Data Entry Operator I	\$ 25.13
Data Entry Operator II	\$ 27.10
Document Preparation Clerk	\$ 25.32
Duplicating Machine Operator	\$ 25.32
General Clerk I	\$ 25.82
General Clerk II	\$ 27.85
General Clerk III	\$ 31.06
Housing Referral Assistant	\$ 44.03



Order Clerk I	\$ 27.38
Order Clerk II	\$ 29.63
Personnel Assistant I	\$ 31.34
Personnel Assistant II	\$ 34.69
Personnel Assistant III	\$ 38.21
Receptionist	\$ 27.70
Rental Clerk	\$ 30.82
Secretary I	\$ 36.01
Secretary II	\$ 39.86
Secretary III	\$ 44.03
Supply Technician	\$ 46.90
Travel Clerk I	\$ 25.18
Travel Clerk II	\$ 27.89
Travel Clerk III	\$ 30.96
Word Processor I	\$ 32.71
Word Processor II	\$ 36.29
Word Processor III	\$ 40.18

736-2 Automatic Data Processing Occupations	
Computer Operator I	\$ 31.34
Computer Operator II	\$ 34.69
Computer Operator III	\$ 38.21
Computer Operator IV	\$ 42.06
Computer Operator V	\$ 46.22
Computer Programmer I	\$ 42.33
Peripheral Equipment Operator	\$ 31.34
Personal Computer Support Tech.	\$ 42.06

736-4 Information and Arts Occupations, Including Misc	
Illustrator I	\$ 37.43
Illustrator II	\$ 45.41
Illustrator III	\$ 54.78
Librarian	\$ 53.60
Library Aide/Clerk	\$ 32.75
Library Info. Technology	\$ 47.16
Library Technician	\$ 39.06
Media Specialist I	\$ 35.02
Media Specialist II	\$ 38.76
Media Specialist III	\$ 42.81
Video Teleconference Technician	\$ 36.26



• ALL • ABOUT • PEOPLE •™

736-5 Technical and Professional Occupations	
Drafter/CAD Operator I	\$ 38.45
Drafter/CAD Operator II	\$ 42.58
Drafter/CAD Operator III	\$ 47.06
Drafter/CAD Operator IV	\$ 57.12
Engineering Tech I	\$ 30.08
Engineering Tech II	\$ 33.34
Engineering Tech III	\$ 36.86
Engineering Tech IV	\$ 44.83
Engineering Tech V	\$ 54.07
Engineering Tech VI	\$ 64.65
Environmental Technician	\$ 42.18
Paralegal/Legal Assistant I	\$ 36.57
Paralegal/Legal Assistant II	\$ 44.45
Paralegal/Legal Assistant III	\$ 53.61
Paralegal/Legal Assistant IV	\$ 64.09
Technical Writer I	\$ 40.10
Technical Writer II	\$ 48.09
Technical Writer III	\$ 57.35

New Professional Services Pricing Spreadsheet	
NEW 736-5	
Budget Analysis	\$ 31.75
Engineering Administrator	\$ 77.66
Environmental Program Specialist	\$ 87.71
Environmental Specialist	\$ 87.71
Environmental Planner, Sr	\$ 121.63
Environmental Watershed Planner	\$ 91.27
Procurement Specialist	\$ 36.27

SIN 736 1-ADMINISTRATIVE SUPPORT AND CLERICAL OCCUPATIONS

Accounting Clerk I - Performs one or more routine accounting clerical operations such as: examining, verifying, and correcting various accounting documents to ensure completeness and accuracy of data in accordance to accounting procedures. Specific tasks/duties are assigned under adequate supervision. Entry-level reconciliation and posting will be assigned under detailed guidance. In most instances, an employee in this position will rely on the supervisors' instructions. Completed work will be reviewed for accuracy and compliance with procedures.



•ALL•ABOUT•PEOPLE•™

Accounting Clerk II – This position uses knowledge of double entry bookkeeping in performing one or more of the following: posting actions to journals, identifying subsidiary accounts affected, making debit and credit entries, and assigning proper codes. The Accounting Clerk II may review computer printouts against manually maintained journals, detect and correct erroneous postings, and prepare documents to adjust accounting classifications and other data, or review lists of transactions rejected by an automated system. In this instance, the Accounting Clerk II will determine reasons for rejections, and prepare necessary correcting material. On routine assignments, an employee will select and apply established procedures and techniques. Detailed instructions are provided for difficult or unusual assignments. Completed work and methods used, are reviewed for technical accuracy.

Accounting Clerk III – This position maintains journals or subsidiary ledgers of an accounting system and balances and reconciles accounts. Typical duties include one or both of the following: 1.) reviewing invoices and statements verifying information, ensuring sufficient funds have been obligated, and if questionable, resolving with the submitting unit determining accounts involved. The review will include coding transactions, and processing material through data processing for application in the accounting system; 2.) analysis and reconciliation of computer printouts with operating unit reports (contacting units, researching causes of discrepancies, and taking action to ensure that accounts balance). Supervisor provides suggestions for handling unusual or non-recurring transactions. Conformance with requirements and technical soundness of completed work are reviewed by the supervisor, or are controlled by mechanisms built into the accounting processes.

Administrative Assistant – In addition to secretarial duties (filing, taking phone calls, scheduling appointments, making travel arrangements), this position will provide administrative support to executive staff with office management responsibilities to include budgeting, personnel records and payroll. The Administrative Assistant may be required to work independently on projects requiring research and preparation of briefing charts and other presentation materials.

Court Reporter – This position records examination, testimony, judicial opinions, judge's charge to jury, judgment or sentence of court, or other proceedings in a court of law by manual or machine shorthand. The Court Reporter reads portions of transcript during trial at the judge's request, and asks speakers to clarify inaudible statements. The Court Reporter transcribes recorded material using a typewriter, or dictates material into a recording machine.



Data Entry Operator I – This position works under close supervision and follows specific procedures or detailed instructions. The Data Entry Operator I works from various standardized source documents that have been coded and require little or no selecting, coding or interpreting of data. Problems such as erroneous items and codes, or missing information are resolved at the supervisory level. Work is routine and repetitive.

Data Entry Operator II – This position requires the application of experience and judgment in selecting procedures to be followed, and searching for interpreting, selecting, or coding items to be entered from a variety of document sources. The Data Entry Operator II may occasionally perform routine work as described for Data Entry Operator I.

Document Preparation Clerk – This position prepares documents such as brochures, books, periodicals, catalogs, and pamphlets for copying or photocopying. The Document Preparation Clerk cuts documents into individual standardized pages, using a paper cutter or razor knife. Document pages are reproduced as necessary to improve clarity or to adjust the standardized page size according to the limitations of the designated copy machine. The Document Preparation Clerk stamps standard symbols on pages or inserts instruction cards to notify Duplicating Machine Operator of special handling, prepares cover sheets and document folders for material, and index cards for files, and files folder according to index code and copies priority schedule.

Duplicating Machine Operator – This position operates one or more photocopying, photographic, mimeograph and duplicating office machines to make copies of documents such as letters, reports, directives, manuals, articles and bulletins. Additional responsibilities include: operating small binding machines, performing clerical duties associated with the request for printing and photographic services, preparing assembly sheets, printing requisitions with specifications for printing and binding, recording, delivering and collecting work. The Duplicating Machine Operator performs minor repairs preventive maintenance, and maintains an inventory of supplies and reproduction equipment paying particular attention to important variables indicated by trade name of machine.

General Clerk I – This position follows clearly detailed specific procedures in completing several repetitive clerical steps performed in a prescribed or slightly varied sequence, such as coding and filing documents in an extensive alphabetical file; could involve simple posting to individual accounts, opening mail, calculating and posting charges to departmental accounts, operating basic office equipment, e.g., photocopier, facsimile, multi-line phone/voicemail systems, mailing machines, and minimal computer programs. Little or no subject-matter knowledge is required, but the clerk uses his or her own judgment in choosing the proper procedure for each task.



General Clerk II – This position requires familiarity with the terminology of the office unit. The General Clerk selects appropriate methods from a wide variety of procedures or makes simple adaptations and interpretations of a limited number of substantive guides and manuals. The clerical steps often vary in type or sequence, depending on the task. Recognized problems are referred to others.

General Clerk III – This position uses some subject-matter knowledge and judgment to complete assignments consisting of numerous steps varying in nature and sequence. The General Clerk III selects from alternative methods and refers problems not solvable by adapting or interpreting substantive guides, manuals, or procedures. Typical duties include: assisting in a variety of administrative matters; maintaining a wide variety of financial or other records (stored both manually and electronically); verifying statistical reports for accuracy and completeness; compiling information; and handling and adjusting complaints. The General Clerk III may also direct lower level clerks.

Housing Referral Assistant – This position provides housing information to an organization's employees moving to a new location. The Housing Referral Assistant will contact individuals or organizations such as landlords, real estate agents, mobile home dealers, trailer court managers and Chambers of Commerce by phone. May correspond to obtain listings of rental or sale properties, future housing prospects, and to develop a working relationship with the housing referral service. Job tasks include: compiling housing lists of rental property and properties for purchase. Periodically the Housing Referral Assistant communicates with contacts to update listings, ensures that property owners comply with the nondiscrimination policy, and counsels applicants with regard to special circumstances, e.g. medical or financial hardships, and availability of housing that will meet applicants' needs. Job tasks include: providing information regarding community services, searches files, makes telephone calls and referrals, providing information regarding locations, owners, agents, price ranges, loans and other related information. The Housing Referral Assistant maintains daily records of office activities (including number of applicants, number of applicants placed, and agents solicited or listed), schedules appointments for housing inspectors, prepares reports as required, and replies to complaints, investigations and letters of inquiry.

Order Clerk I – The Order Clerk receives written or verbal purchase orders. Work typically involves some combination of the following duties: quoting prices, determining availability of ordered items and suggesting substitutes when necessary, advising expected delivery date and method of delivery, recording order and customer information on order sheets. The Order Clerk is responsible for checking order sheets for accuracy and adequacy of information; ascertaining credit rating of customer; furnishing customer with confirmation of receipt of order; order follow up, or informing customer of a delay in delivery. The Order Clerk maintains order files and verifies shipping invoices against original orders. This position handles orders



• ALL • ABOUT • PEOPLE •

Order Clerk I, cont.

involving items that have readily identified uses and applications. The Order Clerk I may refer to a catalog, manufacturer's manual or similar document to insure that the proper item is supplied or to verify the price of order.

Order Clerk II – The Order Clerk receives written or verbal purchase orders. Work typically involves some combination of the following duties: quoting prices, determining availability of ordered items and suggesting substitutes when necessary, advising expected delivery date and method of delivery, recording order and customer information on order sheets. The Order Clerk is responsible for checking order sheets for accuracy and adequacy of information; ascertaining credit rating of customer; furnishing customer with confirmation of receipt of order; order follow up, or informing customer of a delay in delivery. The Order Clerk maintains order files and verifies shipping invoices against original orders. This position handles orders that involve making judgments such as choosing which specific product or material from the establishment's product lines will satisfy the customer's needs, or determining the price to be quoted when pricing involves more than merely referring to a price list or making some simple mathematical calculations.

Personnel Assistant I – This position performs a variety of tasks including, but not limited to, clerical and secretarial duties. The work is under general supervision of higher-level personnel in preparation of various human resource tasks throughout compensation, benefits, staffing/employment, EEO procedures and policy administration. The Personnel Assistant I is expected to exercise discretion at all times; limited judgment may be necessary at times. This assistant may be required to operate general office equipment such as: typewriter, personal computer, copier, adding machine, and facsimile.

Personnel Assistant II – This position serves as a clerical expert in independently processing the most complicated types of personnel actions, e.g., temporary employment, rehires, and dismissals. In this position, one may perform tasks beyond routine clerical such as: pre-employment drug screening and new hire orientation, responding to routine questions on policy and procedures, and/or provide reports on employee turnover or time and attendance. This assistant may be asked to evaluate and consolidate information from various sources under short deadlines, such as internal or external survey information, reporting on company employment statistics (retention, equal opportunity reporting, etc). The Personnel Assistant II may provide guidance to lower level Personnel Assistants. This level requires extensive knowledge of various office software packages. Guidance is provided as needed. Completed written work receives close technical review from higher-level personnel office employees. Work may be checked occasionally.



Personnel Assistant III – This position performs work in support of human resource professionals that requires a good working knowledge of personnel procedures, guides, and precedents. Job tasks may include interviewing applicants, obtaining references, and recommending placement in a well-defined occupation. At this level, assistants typically have a range of personal contacts within and outside the organization, in addition to handling employee-sensitive material. Therefore, the Assistant must be tactful, discrete, and articulate. This Assistant may be involved in identifying potential issues and grievance procedures, in addition to documenting necessary information to avoid company threat. The Personnel Assistant III may make recommendations to human resource professionals on job classification, wage rates, and employee salaries. The use of computers may be relied on heavily for organizational and reporting purposes. Advanced experience with office software packages may be needed. This Assistant may perform some clerical work in addition to the above duties. Supervisor will review completed work against stated objectives.

Receptionist - This position greets visitors, determining nature of visits and directing visitors to appropriate persons. The Receptionist may also have other duties such as recording and transmitting messages; keeping records of calls placed; providing information to callers and visitors; making appointments; keeping a log of visitors; and issuing visitor passes. In this position, one may also work on a computer and perform other routine clerical work that may occupy the major portion of the worker's time.

Rental Clerk – This position performs clerical duties concerned with rental and management of public housing projects answers telephone and responds to requests for maintenance, complaints, rental information or, as appropriate, forwards calls to senior officials. The Rental Clerk receives rental payments and other income, assesses late charges, applies cancellation stamp required by government housing agency, writes receipts, and prepares rental transmittal forms and collection logs for government accounting system. This Clerk receives security deposits and prepares tenant receipts, prepares bank deposits, maintains tenant files, and follows up on income re-certifications.

Secretary I – This position provides principal secretarial support in an office, usually to one individual, and, in some cases, to the subordinate staff of that individual. The Secretary maintains a close and highly responsive relationship to the day-to-day activities of the supervisor and staff, works fairly independently receiving a minimum of detailed supervision and guidance, and performs various clerical and secretarial duties requiring knowledge of office routine and an understanding of the organization, programs, and procedures related to the work of the office. Computers may exist in the environment, requiring working knowledge of certain office software programs. Carries out recurring office procedures independently, and selects the



Secretary I, cont.

guideline or reference that fits the specific case. The supervisor provides specific instructions on new assignments and checks completed work for accuracy. Varied duties including or comparable to responding to routine telephone requests that have standard answers; refer calls and visitors to appropriate staff; control mail and assure timely staff response, and send form letters; as instructed, maintain supervisor's calendar, make appointments, and arrange for meeting rooms; review materials prepared for supervisor's approval for typographical accuracy and proper format; maintain recurring internal reports, such as time and leave records, office equipment listings, correspondence controls, and training plans; requisition supplies, printing, maintenance or other services, type, take and transcribe dictation, create and maintain office files.

Secretary II – This position provides principal secretarial support in an office, organizational structure is complex and is divided into subordinate groups that usually differ from each other as to subject matter, function, etc. Supervisor usually directs staff through intermediate supervisors. Internal procedures and administrative controls are formal. This position handles differing situations, problems, and deviations in the work of the office according to the supervisor's general instructions, priorities, duties, policies, and program goals. Supervisor may assist secretary with special assignments. Duties include or are comparable to screening telephone calls, visitors, and incoming correspondence; personally respond to requests for information concerning office procedures; determine which requests should be handled by the supervisor, appropriate staff member or other offices, prepare and sign routine non-technical correspondence in own or supervisor's name; schedule tentative appointments without prior clearance; make arrangements for conferences and meetings and assemble established background materials as directed. May attend meetings and record and report on the proceedings; review outgoing materials and correspondence for internal consistency and conformance with supervisor's procedures; assure that proper clearances have been obtained, when needed; collect information from the files or staff for routine inquiries on office program(s) or periodic reports, and refer non-routine requests to supervisor or staff; explain to subordinate staff supervisor's requirements concerning office procedures, coordinate personnel and administrative forms for the office and forwards for processing.

Secretary III – This position provides principal secretarial support in an office, uses greater judgment and initiative to determine the approach or action to take in non-routine situations, interprets and adapts guidelines, including unwritten policies, precedents, and practices, which are not always completely applicable to changing situations. Duties include or are comparable to based on knowledge of the supervisor's views, compose correspondence on own initiative about administrative matters and general office policies for supervisor's approval; anticipate and prepare materials needed by the supervisor for conferences, correspondence, appointments, meetings, telephone calls, etc., and informs supervisor on matters to be considered; read publications, regulations, and directives and take action or refer those that are important to the supervisor staff; prepare special or one-time reports, summaries, or replies to inquiries, selecting relevant information from a variety of sources such as reports, documents, correspondence, other offices, etc., under general directions; advise secretaries in subordinate offices on new procedures; request information needed from the



• ALL • ABOUT • PEOPLE •™

Secretary III, cont.

subordinate office(s) for periodic or special conferences, reports, inquiries, etc., and shifts clerical staff to accommodate workload needs.

Supply Technician – This position performs limited aspects of technical supply management work (e.g., inventory management, storage management, cataloging, and property utilization) related to depot, local, or other supply activities. Work usually is segregated by commodity area or function, and controlled in terms of difficulty, complexity, or responsibility. Assignments usually relate to stable or standardized segments of technical supply management operations; or to functions or subjects that are narrow in scope or limited in difficulty. The work generally involves individual case problems or supply actions. This work may require consideration of program requirements together with specific variations in or from standardized guidelines. Assignments require: (a) a good working knowledge of the governing supply systems, programs, policies, nomenclature, work methods, manuals, or other established guidelines; (b) an understanding of the needs of the organization serviced; and (c) analytical ability to define or recognize the dimension of the problems involved, to collect the necessary data to establish the facts, and take or recommend action based upon application or interpretation of established guidelines.

Travel Clerk I - Under close supervision or following specific procedures and detailed instructions, The Travel Clerk I arranges travel on one or two modes of transportation. Travel is usually recurrent by the same modes, carriers, routes and same major points of origin and destination, seldom involving special transportation privileges or requiring special allowances or planning for supplemental transportation facilities. When such services are required, they do not occur in such variety or with such frequency as to create problems of timing or coordination.

Travel Clerk II – Travel usually involves the use of two or more modes of transportation. Information on carriers, modes and facilities is readily available since most carriers servicing the area maintain local facilities or publish information regularly. Single carriers or connecting carriers have schedules that are easily coordinated using readily obtainable timetables or guides. Travel is frequently recurrent. A substantial number of problems arise because of rerouting, and there are often side trips requiring changes of transportation. Travel is usually to areas accessible by direct line, or established connecting points and normal modes of transportation. Travel is not always planned well in advance so there may be major problems of scheduling or accommodations. Travel involves special transportation privileges or special allowances and requires authorization or planning for supplemental or special transportation facilities, and when such services are required, they usually do not occur in such variety or with such frequency as to create major problems of timing or coordination. Within general guidelines, employees select and apply appropriate travel guides, methods, techniques, and work sequences to effectively accomplish the work. The majority of assignments are



Travel Clerk II, cont.

performed without technical assistance, but unusually difficult travel situations or problem cases encountered during the course of the work are referred to the supervisor before decision or commitment. Review of work is for compliance with regulatory guides and program policies and for soundness of decisions and conclusions.

Travel Clerk III - At this level, all major modes of transportation are used, as most individual trips involve combinations of more than one mode. Travel is varied, often not recurrent and periodically requires planning for relatively inaccessible intermediate or destination points. Routings are diverse and there is a necessity for frequent rerouting, re-planning, or rearranging, with many side trips requiring changes in modes of travel and creating substantial difficulty in routing and scheduling connections. A substantial amount of travel involves special allowances or requires authorization and planning for supplementary or special transportation facilities. It is frequently difficult to obtain the required information. The incumbent is characterized by independence of action, with very little instruction, guidance, and review, except for review of accomplishments of broad objectives and conformance to policy. The incumbent is viewed as the authority on travel matters, including the furnishing of advice and information to travelers, administrative officials and others; and has responsibility as the principal liaison with all elements, carriers, and facilities.

Word Processor I – This position produces a variety of standard documents, such as correspondence, form letters, reports, tables and other printed materials. Work requires skill in typing; a knowledge of grammar, punctuation and spelling; and ability to use reference guides and equipment manuals. The Word Processor I performs familiar, routine assignments following standard procedures, seeks further instructions for assignments requiring deviations from established procedures.

Word Processor II – This position uses knowledge of varied and advanced functions of one software type, knowledge of varied functions of different types of software, or knowledge of specialized or technical terminology to perform such typical duties as: a. Editing and reformatting written or electronic drafts. Examples include: correcting function codes; adjusting spacing formatting and standardizing headings, margins, and indentations. b. Transcribing scientific reports, lab analysis, legal proceedings, or similar material from voice tapes or handwritten drafts. Work requires knowledge of specialized, technical, or scientific terminology. Work requires familiarity with office terminology and practices. Incumbent corrects copy, and questions originator of document concerning missing information, improper formatting, or discrepancies in instructions. Supervisor sets priorities and deadlines on continuing assignments, furnishes general instructions for recurring work and provides specific instructions for new or unique projects.

Word Processor III - Requires both a comprehensive knowledge of word processing software applications and office practices and a high degree of skill in applying software functions to prepare complex and detailed documents. For example, processes complex and lengthy technical reports which include tables,



• ALL • ABOUT • PEOPLE •™

Word Processor III, cont.

graphs, charts, or multiple columns. Uses either different word processing packages or many different style macros or special command functions; independently completes assignments and resolves problems.

736-2 Automatic Data Processing Occupations

Computer Operator I – The Computer Operator I works under close personal supervision and is provided detailed written or oral guidance before and during assignments. As instructed, this worker resolves common operating problems and may serve as an assistant operator working under close supervision or performing a portion of a more senior operator's work.

Computer Operator II – The Computer Operator II processes scheduled routines that present few difficult operating problems (e.g., infrequent or easily resolved error conditions). In response to computer output instructions or error conditions, this worker applies standard operating or corrective procedure, refers problems that do not respond to preplanned procedure, and may serve as an assistant operator, working under general supervision.

Computer Operator III – The Computer Operator III processes a range of scheduled routines. In addition to operating the system and resolving common error conditions, this worker diagnoses and acts on machine stoppage and error conditions not fully covered by existing procedures and guidelines (e.g., resetting switches and other controls or making mechanical adjustments to maintain or restore equipment operations). In response to computer output instructions or error conditions, the Computer Operator III may deviate from standard procedures if standard procedures do not provide a solution and refers problems which do not respond to corrective procedures to a person of supervisory or higher individual contributor level.

Computer Operator IV – The Computer Operator IV adapts to a variety of nonstandard problems that require extensive operator intervention (e.g. frequent introduction of new programs, applications, or procedures). In response to computer output instructions or error conditions, this worker chooses or devises a course of action from among several alternatives and alters or deviates from standard procedures if standard procedures do not provide a solution (e.g. reassigning equipment in order to work around faulty equipment or transfer channels); then refers problems if necessary. Typically, completed work is submitted to users without supervisory review.

Computer Operator V – The Computer Operator V resolves a variety of difficult operating problems (e.g. making unusual equipment connections and rarely used equipment and channel configurations to direct processing through or around problems in equipment, circuits, or channels or reviewing test run requirements and developing unusual system configurations that will allow test programs to process without interfering with ongoing job requirements). In response to computer output instructions and error conditions or to avoid loss of information or to conserve computer time, operator deviates from standard procedures. Such actions may



• ALL • ABOUT • PEOPLE •™

Computer Operator V, cont.

materially alter the computer unit's production plans. This operator may spend considerable time away from the control station providing technical assistance to lower level operators and assisting programmers, systems analysts, and subject matter specialists with resolution of problems.

Computer Programmer I – The Computer Programmer I assists higher level staff by performing elementary programming tasks which concern limited and simple data items and steps which closely follow patterns of previous work done in the organization, e.g. drawing flow charts, writing operator instructions, or coding and testing routines to accumulate counts, tallies, or summaries. This worker may perform routine programming assignments (as described in Level II) under close supervision. In addition to assisting higher level staff, the Computer Programmer I may perform elementary fact-finding concerning a specified work process, e.g., a file of clerical records which is treated as a unit (invoices, requisitions, or purchase orders, etc.) and then report findings to higher level staff. May receive training in elementary fact-finding. Detailed step-by-step instructions are given for each task, and any deviation must be authorized by a supervisor. Work is closely monitored in progress and reviewed in detail upon completion.

Peripheral Equipment Operator – The Peripheral Equipment Operator operates peripheral equipment that directly supports digital computer operations. Such equipment is uniquely and specifically designed for computer applications, but need not be physically or electronically connected to a computer. Printers, plotters, tape readers, tape units or drives, disk units or drives, and data display units are examples of such equipment. The following duties characterize the work of a Peripheral Equipment Operator: loads printers and plotters with correct paper; adjusting controls for forms, thickness, tension, printing density, and location; and unloading hard copy; labels tape reels, or disks; checks labels and mounting and dismounting designated tape reels or disks on specified units or drives; sets controls which regulate operation of the equipment; observes panel lights for warnings and error indications and taking appropriate action; examines tapes, cards, or other material for creases, tears or other defects that could cause processing problems. Excludes workers who monitor and operate a control console or a remote terminal, or whose duties are limited to operating decollators, busters, separators, or similar equipment.

Computer Systems Analyst II / Personal Computer Support Tech – This Analyst applies systems analysis and design skills in an area such as a record keeping or scientific operation. A system of several varied sequences or formats is usually developed, e.g. the analyst develops systems for maintaining depositor accounts in a bank, maintaining accounts receivable in a retail establishment, maintaining inventory accounts in a manufacturing or wholesale establishment, or processing a limited problem in a scientific project. This position requires competence in most phases of system analysis and knowledge of pertinent system software and computer equipment and of the work processes, applicable regulations, workload, and practices of the assigned subject-matter area. Job duties require the incumbent to be able to recognize probable interactions of related computer systems and predict impact of a change in assigned system. The Computer Systems Analyst II reviews proposals which consist of objectives, scope,



• ALL • ABOUT • PEOPLE •™

Computer Systems Analyst II / Personal Computer Support Tech, cont

and user expectations; gathers facts, analyzes data, and prepares a project synopsis which compares alternatives in terms of cost, time, availability of equipment and personnel, and recommends a course of action; upon approval of synopsis, prepares specifications for development of computer programs. Duties also include the ability to determine and resolve data processing problems and coordinate the work with program, users, etc. This worker orients user personnel on new or changed procedures, may conduct special projects such as data element and code standardization throughout a broad system, working under specific objectives and bringing to the attention of the supervisor any unusual problems or controversies. In this position, the incumbent works independently under overall project objectives and requirements, and appraises supervisor about progress and unusual complications. Guidelines usually include existing systems and the constraints imposed by related systems with which the incumbent's work must be meshed. This worker adapts design approaches successfully used in precedent systems, works on a segment of a complex data processing scheme or broad system, as described for Computer Systems Analyst, level III, works independently on routine assignments and receives instructions and guidance on complex assignments. Work is reviewed for accuracy of judgment, compliance with instructions, and to insure proper alignment with the overall system. Completed work is reviewed for timeliness, compatibility with other work, and effectiveness in meeting requirements. This analyst may provide functional direction to lower level assistants on assigned work.

736-4 Information and Arts Occupations, Including Miscellaneous

Illustrator I – Duties for this position require the ability to use common media such as tempera, oils, pen-and-ink, or pencil with average skill. The Illustrator I copies drawings, either by tracing or freehand; applies coloring or wash to line drawings; letters by hand or by use of templates, and does detail or background work on illustrations which have been prepared by an illustrator of higher grade. When working with scientific subjects and technical equipment this Illustrator acquires basic knowledge of subject matter field and develops information about the field of work that will be illustrated. When working in the general fields of illustrating, someone in this position acquires necessary information about subject of the illustrations or applies general knowledge to the subject.

Illustrator II – The Illustrator II usually is assigned to projects involving several of the common art media such as pen-and-ink, pencil, tempera, wash, oils, and airbrush over a period of time. These projects require the Illustrator to be proficient in the use of these media and in executing acceptable drawings in many styles. Generally, Illustrator II executes drawings that have been conceived by others and presented in the form of rough sketches. This illustrator does not exercise an extensive knowledge of the subject matter involved when preparing medical, scientific or technical equipment illustrations, but does acquire information about the subject assigned to illustrate and develop a background of subject matter knowledge through carrying out these illustrating assignments. However, the kind of illustrating work assigned does not require an extensive prior knowledge about the subjects illustrated.



• ALL • ABOUT • PEOPLE •

Illustrator III – The projects to which the Illustrator III are assigned, usually involve several of the common art media (as in the case of Illustrator II), but the illustrations themselves typically require a higher degree of skill in the use of many of the media. This degree of skill is required for the following reasons: (a) the speed with which the illustration must be completed requires the ability to work quickly and competently in order to produce an acceptable finished product within the available time limit. (b) The illustration calls for the use of fine detail, special artistic effects, or an unusual use of the chosen medium or; (c) The method of reproduction, how the illustration will be used, or the information or artistic results desired, calls for exceptional care and skill in the use of the medium. The themes illustrated may be either concrete in nature or they may represent ideas and abstract concepts. The illustrations differ from those typical of Illustrator II in that they are expected to interpret the publications, chart, poster, or exhibit in which they appear, while Illustrator II presents factual, rather than interpretative material. Illustrator III is required to have knowledge of a specialized subject matter field such as medicine, science, or technical equipment, and will prepare illustrations that are designed to reproduce the appearance of specific medical or scientific specimens or of pieces of technical equipment.

Librarian – The Librarian maintains library collections of books, serial publications, and documents, audiovisual and other materials and assists groups and individuals in locating and obtaining materials, furnishes information on library activities, facilities, rules and services, explains and assists in use of reference sources, such as card or book catalog, or book and periodical indexes to locate information. This worker issues and receives materials for circulation or use in library, assembles and arranges displays of books and other library materials, maintains reference and circulation materials. The Librarian also answers correspondence on special reference subjects, may compile list of library materials according to subjects or interests, and may select, order, catalog and classify materials.

Librarian Aide/Clerk – The Library Aide/Clerk works under the supervision of Librarian and Library Technician at the main circulation desk following simple repetitive tasks including; issuing library cards, explaining library rules and borrowing procedures, recording information such as reports of lost or damaged items, requests for materials, and overdue materials and refers this information to Library Technician or Librarian. This Worker contacts borrowers by telephoning or issuing overdue notices, shelves books, magazines, and other materials under supervision of Library Technician or Librarian, accesses and enters limited routine information in a few screens of automated database, performs routine clerical duties such as referring callers or visitors to appropriate staff, and assists Library Technician with processing duties such as labeling and stamping and preparing materials such as posters or book lists for events.

Librarian Technician – The Library Technician provides information service such as answering questions regarding card catalogs and assists in the use of bibliographic tools, such as Library of Congress catalog. The incumbent performs routine cataloging of library materials, files cards in catalog drawers according to system used, answers routine inquiries, and refers persons requiring professional assistance to Librarian. This Technician verifies bibliographic information on order requests, works or directs workers in maintenance of stacks or in section of



• ALL • ABOUT • PEOPLE •

Librarian Technician, cont.

department or division with tasks such as ordering or receiving section of acquisitions department, card preparation activities in catalog department, or limited loan or reserve desk operation of circulation department.

MEDIA SPECIALIST (Occupational Base) - The Media Specialist maintains functionality (expiration dates, incorrect labeling, etc.) for a variety of media sources, e.g., tapes, cassettes, microfiche, film, and compact disks/DVDs, in addition to introduction of new media technology. Troubleshoots and resolves media errors and data processing problems; lower level media specialists focus on preplanned procedures when troubleshooting, while higher level media specialist may deviate from standard operating procedures.

Librarian Technician - The Media Specialist I maintains library of media (tapes, cassettes and microfiche), which presents few difficult data processing problems (e.g. damaged media or misplaced media). In response to data processing problems, this person applies data processing or corrective procedures, refers problems which do not have preplanned procedures, and works under general supervision of the higher-level Media Specialists.

MEDIA SPECIALIST II - This Specialist maintains a range of media (tapes, cassettes and microfiche). In addition to maintaining the media library and resolving common data processing problems, the incumbent diagnoses and acts on media errors not fully covered by existing procedures and guidelines (e.g., tape, disposition or making mechanical adjustments to maintain or restore media equipment). In response to media error reports, this Worker may deviate from standard procedures if standard procedures do not provide a solution and refers still-unresolved problems to Media Specialist III.

MEDIA SPECIALIST III - The Media Specialist III adapts to a variety of nonstandard problems that require extensive specialist assistance (e.g., expiration date on media, media internally labeled incorrectly or frequent introduction of new media technology). In response to media error conditions, this Worker chooses or devises a course of action from among processing tanks and dryer, around polished drum, and onto take-up reel. The specialist turns valves to fill tanks with premixed solutions such as developer, dyes, stop-baths, fixers, bleaches, and washes, moves thermostatic control to keep steam-heated drum at specified temperature, and splices sensitized paper to leaders using tape. The specialist then starts machine and throws switches to synchronize drive speeds of processing and drying units, compares processed prints with color standard, reports variations to control department, adds specified amount of chemicals to renew solutions, and maintains production records.

Video Teleconference Technician – The Video Teleconference Technician operates video teleconferencing equipment including powering up teleconferencing equipment, checking



Video Teleconference Technician, cont.

equipment for proper operation, setting audio levels, positioning camera functions, performing secure or non-secure setup; operate or assist in operating session control panel, studio control unit, and high-resolution graphics. Job tasks require this technician to provide assistance to users in conducting video teleconference sessions, which may include conference preparation, and monitor VTC equipment and system performance, reporting equipment and network problems to appropriate parties for maintenance or repair. The Video Teleconference Technician's responsibilities may include operation of briefing computers, projectors or other audiovisual equipment in conjunction with video teleconferencing services; may include scheduling video teleconferencing sessions, training personnel in operation of video teleconferencing equipment, and other audiovisual equipment associated with video teleconferencing services.

736-5 Technical and Professional Occupations

Drafter/CAD I – This operator prepares drawings or computer models of simple, easily visualized structures, systems, parts or equipment from sketches or marked-up prints, selects appropriate templates/computer programs or uses a compass and other equipment needed to complete assignments. Drawings and models fit familiar patterns and present few technical problems. Supervisor provides detailed instructions on new assignments, gives guidance when questions arise, and reviews original drawings of a plumbing system by increasing pipe diameters. b. Drawing from sketches, the building floor plans, determining size, spacing and arrangement of freehand lettering according to scale. c. Drawing simple land profiles from pre-determined structural dimensions and reduced survey notes. d. Tracing river basin maps and enters symbols to denote stream sampling locations, municipal and industrial waste discharges, and water supplies. e. Preparing a computer model of a room, building, structure from data, prints, photos.

Drafter/CAD II – This operator prepares various drawings computer models of such units as construction projects or parts and assemblies, including various views, sectional profiles, irregular or reverse curves, hidden lines, and small or intricate details. Work requires use of most of the conventional drafting and CAD techniques and a working knowledge of the terms and procedures of the occupation. The Draft/CAD Operator II makes arithmetic computations using standard formulas. Familiar or recurring work is assigned in general terms. Unfamiliar assignments include information on methods, procedures, sources of information, and precedents to follow. Simple revisions to existing drawings or computer models may be assigned with a verbal explanation of the desired results. More complex revisions are produced from sketches, computer models or specifications that clearly depict the desired product.



Drafter/CAD II, cont.

Typical assignments include: a. Preparing several views of a simple gear system from a layout and manual references and obtaining dimensions and tolerances from manuals and by measuring the layout. b. Preparing and revising detail and design drawings for such projects as the construction and installation of electrical or electronic equipment, plant wiring, and the manufacture and assembly of printed circuit boards. Drawings typically include details of mountings, frames, guards, or other accessories; conduit layouts; or wiring diagrams indicating transformer sizes, conduit locations and mountings. c. Drawing base and elevation views, sections, and details of new bridges or other structures, revising complete sets of roadway drawings for highway construction projects, or preparing block maps, indicating water and sewage line locations.

Drafter/CAD III – This operator prepares complete sets of complex drawings or computer models that include multiple views, detail drawings, and assembly drawings. Drawings or models include complex design features that require considerable drafting skill to visualize and portray. Assignments regularly require the use of mathematical formulas to draw land contours or to compute weights, center of gravity, load capacities, dimensions, quantities of material, etc. The Draft/CAD Operator works from sketches, computer models, and verbal information supplied by an engineer, architect, or designer to determine the most appropriate views, detail drawings, and supplementary information needed to complete assignments. This operator selects required information from computer programs, and internet sites, precedents, manufacturers' catalogs, and technical guides. This operator independently resolves most of the problems encountered. Supervisor or design originator may suggest methods of approach or provide advice on unusually difficult problems. Typical assignments include: a. Prepares complete sets of drawings of test equipment to be manufactured from layouts, models, or sketches. Several cross-sectional and subassembly drawings are required. From information supplied by the design originator and from technical handbooks and manuals, this operator describes dimensions, tolerances, fits, fabrication techniques, and standard parts to use in manufacturing the equipment. b. From electronic schematics, information as to maximum size, and manuals giving dimensions of standard parts, determines the arrangement and prepares drawing of printed circuit boards. c. From precedents, drafting standards, and established practices, prepares final construction drawings for floodgates, navigation locks, dams, bridges, culverts, levees, channel excavations, dikes and berms, prepares boring profiles, typical cross-sections, and land profiles; and delineates related topographical details as required. d. Prepares final drawings for street paving and widening or for water and sewer lines having complex trunk lines; reduces field notes and calculates true grades. From engineering designs, lays out plan, profile and detail appurtenances required; and notifies supervisor of conflicting details in design.



•ALL•ABOUT•PEOPLE•™

Drafter/CAD IV – This operator works closely with design originators, preparing drawings or computer models of unusual, complex, or original designs that require a high degree of precision, performs unusually difficult assignments requiring considerable initiative, resourcefulness, and drafting expertise. This incumbent assures that anticipated problems in manufacture, assembly, installation, and operation are resolved by the drawing produced, exercises independent judgment in selecting and interpreting data based on knowledge of the design intent. Although working primarily as a drafter, this worker may occasionally interpret general designs prepared by others to complete minor details, may provide advice and guidance to lower level drafters or serve as coordinator and planner for large and complex drafting projects.

Engineering Technician I – This technician performs simple routine tasks under close supervision or from detailed procedures. Work is checked in progress or on completion. This person performs one or a combination of such typical duties as: a. Assembling or installing equipment or parts requiring simple wiring, soldering, or connecting. b. Performing simple or routine tasks or tests such as tensile or hardness tests; operating and adjusting simple test equipment; records test data. c. Gathering and maintaining specified records of engineering data such as tests, drawings, etc.; performing computations by substituting numbers in specified formulas; plotting data and draws simple curves and graphs.

Engineering Technician II – The Engineering Technician II performs standardized or prescribed assignments involving a sequence of related operations, follows standard work methods on recurring assignments but receives explicit instructions on unfamiliar assignments. Technical adequacy of routine work is reviewed on completion; non-routine work may be reviewed in progress. This technician performs at this level, one or a combination of such typical duties as: a. Following specific instructions, assembles or constructs simple or standard equipment or parts, servicing or repairing simple instruments or equipment; b. Conducting a variety of tests using established methods, preparing test specimens, adjusting and operating equipment, recording test data, and pointing out deviations resulting from equipment malfunction or observational errors; c. Extracting engineering data from various prescribed but non-standardized sources, processing the data following well defined methods including elementary algebra and geometry, and presenting the data in prescribed form.

Engineering Technician III – The Engineering Technician III performs assignments that are not completely standardized or prescribed, selects or adapts standard procedures or equipment, using fully applicable precedents, receives initial instructions, equipment requirements, and advice from supervisor or engineer as needed, performs recurring work independently. Work is



•ALL•ABOUT•PEOPLE•™

Engineering Technician III, cont.

reviewed for technical adequacy or conformity with instructions. This technician performs at

this level one or a combination of such typical duties as: a.

Constructing components, subunits, or simple models or adapts

standard equipment; may troubleshoot and correct malfunctions; b.

Following specific layout and scientific diagrams to construct and package simple devices and subunits of equipment. c. Conducting various tests or experiments which may require minor modifications in test setups or procedures as well as subjective judgments in measurement, selecting, preparing, and operating standard test equipment and records test data; d. Extracting and compiling a variety of engineering data from field notes, manuals, lab reports, etc., processing data, identifying errors or inconsistencies, selecting methods of data presentation. e. Assisting in design modification by compiling data related to design, specifications, and materials that are pertinent to specific items of equipment or component parts; developing information concerning previous operational failures and modifications, and using judgment and initiative to recognize inconsistencies or gaps in data and seek sources to clarify information.

Engineering Technician IV – The Engineering Technician IV performs non-routine assignments of substantial variety and complexity, using operational precedents that are not fully applicable, such assignments that are typically parts of broader assignments, are screened to eliminate unusual design problems. This incumbent may plan such assignments. This technician receives technical advice from supervisor or engineer. Work is reviewed for technical adequacy (or conformity with instructions). This position may be assisted by lower level technicians and have frequent contact with professionals and others within the establishment, and performs one or a combination of such typical duties as: a. Developing or reviewing designs by extracting and analyzing a variety of engineering data, applying conventional engineering practices to develop, prepare, or recommend schematics, designs, specifications, electrical drawings and parts lists. (Examples of designs include: detailed circuit diagrams; hardware fittings or test equipment involving a variety of mechanisms; conventional piping systems; and building site layouts). b. Conducting tests or experiments requiring selection and adaptation or modification of a wide variety of critical test equipment and test procedures, preparing and operating equipment, recording data, measuring and recording problems of significant complexity that sometimes require resolution at a higher level, and analyzes data and prepares test reports. c. Applying methods outlined by others to limited segments of research and development projects, constructing experimental or prototype models to meet engineering requirements; conducts tests or experiments and redesigns as necessary and recording and evaluating data and reports findings.



•ALL•ABOUT•PEOPLE•™

Engineering Technician V – This technician performs non-routine and complex assignments involving responsibility for planning and conducting a complete project of relatively limited scope or a portion of a larger and more diverse project, selects and adapts plans, techniques, designs, or layouts, contacts personnel in related

activities to resolve problems and coordinate the work, reviews, analyzes, and integrates the technical work of others. Supervisor or professional engineer outlines objectives, requirements, and design approaches. Completed work is reviewed for technical adequacy and satisfaction of requirements. This incumbent may train and be assisted by lower level technicians, and performs one or a combination of the following: a. Designs, develops, and constructs major units, devices, or equipment; conducts tests or experiments; analyzes results and redesigns or modifies equipment to improve performance; and reports results. b. From general guidelines and specifications (e.g., size or weight requirements), develops designs for equipment without critical performance requirements that are difficult to satisfy such as engine parts, research instruments, or special purpose circuitry. Analyzes technical data to determine applicability to design problems; selects from several possible design layouts; calculates design data; and prepares layouts, detailed specifications, parts lists, estimates, procedures, etc. May check and analyze drawings or equipment to determine adequacy of drawings and design. c. Plans or assists in planning tests to evaluate equipment performance. Determines test requirements, equipment modification, and test procedures; conducts tests using all types of instruments; analyzes and evaluates test results, and prepares reports on findings and recommendations.

Engineering Technician VI – This technician independently plans and accomplishes complete projects or studies of broad scope and complexity, or serves as an expert in a narrow aspect of a particular field of engineering, e.g., environmental factors affecting electronic engineering. Complexity of assignments typically requires considerable creativity and judgment to devise approaches to accomplish work, resolve design and operational problems, and make decisions in situations where standard engineering methods, procedures, and techniques may not be applicable. Supervisor or professional engineer provides advice on unusual or controversial problems or policy matters. Completed work is reviewed for compliance with overall project objectives. This worker may supervise or train and be assisted by lower level technicians, and performs, one or a combination of the following: a. Prepares designs and specifications for various complex equipment or systems (e.g., a heating system in an office building, or new electronic components such as solid state devices for instrumentation equipment). b. Plans approach to solve design problems; conceives and recommends new design techniques; resolves design problems with contract personnel, and assures compatibility of design with other parts of the system. c. Designs and coordinates test set-ups and experiments to prove or disprove the feasibility of preliminary design; uses untried and untested measurement techniques; and improves the performance of the equipment. May advise equipment users on



Engineering Technician VI, cont.

redesign to solve unique operational deficiencies. d. Plans approach and conducts various experiments to develop equipment or systems characterized by (a) difficult performance requirements because of conflicting attributes such as versatility, size, and ease of operation; or (b) unusual combination of techniques or components. Arranges for fabrication of pilot models and determines test procedures and design of special test equipment.

Environmental Technician – The Environmental Technician conducts tests and field investigations to obtain data for use by environmental, engineering and scientific personnel in determining sources and methods of controlling pollutants in air, water, and soil, utilizing knowledge of agriculture, chemistry, meteorology, and engineering principles and applied technologies. This worker conducts chemical and physical laboratory and field tests according to prescribed standards to determine characteristics or composition of solid, liquid, or gaseous materials and substances, using pH meter, chemicals, autoclaves, centrifuge spectrophotometer, microscope, analytical instrumentation, and chemical laboratory equipment. This worker collects samples of gases from smokestacks, and collects other air samples and meteorological data to assist in evaluation of atmospheric pollutants; collects water samples from streams and lakes, or raw, semi-processed or processed water, industrial waste water, or water from other sources to assess pollution problem, and collects soil, silt, or mud to determine chemical composition and nature of pollutants. This worker prepares sample for testing, records data, and prepares summaries and charts for review, sets monitoring equipment to provide flow of information, installs, operates, and performs routine maintenance on gas and fluid flow systems, chemical reaction systems, mechanical equipment, and other test instrumentation. This worker may operate fixed or mobile monitoring or data collection station, may conduct bacteriological or other tests related to research in environmental or pollution control activity, may collect and analyze engine exhaust emissions to determine type and amount of pollutants, and may specialize in one phase or type of environmental pollution or protection and be identified according to specialty.

Paralegal/Legal Assistant I – The Paralegal/Legal Assistant I works under close supervision with required assistance readily available. Persons in this position typically perform the following: a. Consult prescribed sources of information for facts relating to matters of interest to the program; b. Review documents to extract selected data and information relating to specific items; c. Review and summarize information in prescribed format on case precedent and decisions; d. Search and extract legal references in libraries and computer-data banks; e. Attend hearings or court appearances to become informed on administrative and/or court procedures and the status of cases, and where necessary, assist in the presentation of charts and other visual information.



Paralegal/Legal Assistant II – At this level, the Paralegal/Legal Assistant II exercises more independent judgment than at the level I position. In this capacity the incumbent: a. Reviews case materials to become familiar with questions under consideration; b. Searches for and summarizes relevant articles in trade magazines, law reviews, published studies, financial reports, and similar materials for use of attorneys in the preparation of opinions, briefs, and other legal documents; c. Prepares digests of selected decisions or opinions which incorporate legal references and analyses of precedents involved in areas of well-defined and settled points of law; d. Interviews potential witnesses and prepares summary interview reports for the attorney's review; e. Participates in pre-trial witness conferences, notes possible deficiencies in case materials (e.g., missing documents, conflicting statements) and additional issues or other questionable matters, and requests further investigation by other agency personnel to correct possible deficiencies or personally conducts limited investigations at the pre-trial stage; f. Prepares and organizes trial exhibits, as required, such as statistical charts and photographic exhibits; g. Verifies citations and legal references on prepared legal documents; h. Prepares summaries of testimony and depositions; i. Drafts and edits non-legal memoranda, research reports and correspondence relating to cases.

Paralegal/Legal Assistant III – At this level, the Paralegal/Legal Assistant III participates in the substantive development of cases. In this capacity, the incumbent performs the following: a. Analyzes and evaluates case files against litigation worthiness standards; b. Notes and corrects case file deficiencies (e.g., missing documents, inconsistent material, leads not investigated) before sending the case on to the concerned trial attorney; c. Reviews and analyzes available precedents relevant to cases under consideration for use in presenting case summaries to trial attorneys; d. Gathers, sorts, classifies, and interprets data to discover patterns of possible discriminatory activity; e. Interviews relevant personnel and potential witnesses to gather information; f. Reviews and analyzes relevant statistics; g. Performs statistical evaluations such as standard deviations, analyses of variance, means, modes, and ranges as supporting data for case litigation; h. Consults with statistical experts on reliability evaluations; i. May testify in court concerning relevant data.

Paralegal/Legal Assistant IV – At this level, the Paralegal/Legal Assistant IV assists in the evaluation, development, and litigation of cases. In this capacity, the incumbent performs the following duties: a. Examines and evaluates information in case files, for case litigation worthiness and appropriate titles of law; b. Determines the need for additional information, independent surveys, evidence, and witnesses, and plans a comprehensive approach to obtain this information; c. Through on-site visits, interviews, and review of records on operations, looks for and evaluates the relevance and worth of evidence; d. Selects, summarizes, and



• ALL ABOUT PEOPLE •

Paralegal/Legal Assistant IV, cont.

compiles comparative data to examine and evaluate respondent's deficiencies in order to provide evidence of illegal practices or patterns; e. Reviews economic trends and forecasts at the national and regional level to evaluate the impact of successful prosecution and potential remedial provisions of ongoing investigations and litigation; f. Identifies types of record keeping systems and types of records maintained which would be relevant. Gathers, sorts, and interprets data from various record systems including computer information systems; g. Interviews potential witnesses for information and prepares witnesses for court appearances; h. Develops statistics and tabulations, such as standard deviations, regression analyses, and weighting, to provide leads and supportive data for case litigation. Prepares charts, graphs, and tables to illustrate results; i. Analyzes data, develops recommendations and justifications for the attorney(s) who will take the matter to court. Continues to work with the attorney(s) during the progress of the case, obtaining and developing further evidence and exhibits, providing administrative assistance, and maintaining custody of exhibits, documents, and files; j. May appear in court as a witness to testify concerning exhibits prepared supporting plaintiff's case.

Technical Writer I – The Technical Writer I revises or writes standardized material for reports, manuals, briefs, proposals, instruction books, catalogs, and related technical and administrative publications concerned with work methods and procedures, and installation, operation, and maintenance of machinery and other equipment. This worker receives technical direction from supervisor or senior writer, notes or manuals containing operating procedures and details manufacturer's catalogs, drawings and other data relative to operation, maintenance, and service of equipment. This writer may have access to blueprints, sketches, drawings, parts lists, specifications, mockups, and product samples to integrate and delineate technology, operating procedure, and production sequence and detail. This worker organizes material and completes writing assignment according to set standards regarding order, clarity, conciseness, style, and terminology, may maintain records and files of work and revisions, select photographs, drawings, sketches, diagrams, and charts to illustrate material, assist in laying out material for publication arrange for typing, duplication and distribution of material; may assist in writing speeches, articles, and public or employee relations releases, and may specialize in writing material regarding work methods and procedures.

Technical Writer II – In this capacity, the Technical Writer revises or writes material that is mostly standardized for reports, manuals, briefs, proposals, instruction books, catalogs, and related technical and administrative publications concerned with work methods and procedures, and installation, operation, and maintenance of machinery and other equipment. The incumbent receives assignment and technical information from a supervisor or senior



•ALL•ABOUT•PEOPLE•™

writer, may be provided notes or manuals containing operating procedures and details, and may observe production, developmental or experimental activities to expand or verify the provided operating procedures and details. This worker accesses manufacturers' catalogs, drawings and other data relative to operation, maintenance, and service of equipment, may have access to blueprints, sketches, drawings, parts lists, specifications, mockups, and product samples to integrate and delineate technology, operating procedure, and production sequence and detail. This writer organizes material and completes writing assignment according to set standards regarding order, clarity, conciseness, style, and terminology, may maintain records and files of work and revisions, may select photographs, drawings, sketches, diagrams, and charts to illustrate material, assist in laying out material for publication, and arrange for typing, duplication and distribution of material. This writer may draft speeches, articles, and public or employee relations releases, or specialize in writing material regarding work methods and procedures.

Technical Writer III – The Technical Writer III develops, writes, and edits material for reports, manuals, briefs, proposals, instruction books, catalogs, and related technical and administrative publications concerned with work methods and procedures, and installation, operation, and maintenance of machinery and other equipment, receives assignment from supervisor, observes production, developmental, and experimental activities to determine operating procedure and detail. This writer interviews production and engineering personnel and reads journals, reports, and other material to become familiar with product technologies and production methods, and reviews manufacturer's and trade catalogs, drawings and other data relative to operation, maintenance, and service of equipment. The Technical Writer III studies blueprints, sketches, drawings, parts lists, specifications, mockups, and product samples to integrate and delineate technology, operating procedure, and production sequence and detail, organizes material and completes writing assignment according to set standards regarding order, clarity, conciseness, style, and terminology; and reviews published materials and recommends revisions or changes in scope, format, content, and methods of reproduction and binding. This worker may perform the following tasks: maintain records and files of work and revisions, select photographs, drawings, sketches, diagrams, and charts to illustrate material; assist in laying out material for publication, arrange for typing, duplication and distribution of material, write speeches, articles, and public or employee relations releases, edit, standardize, or make changes to material prepared by other writers or plant personnel. This incumbent may specialize in writing material regarding work methods and procedures.



New Job Descriptions APRIL 2011

SIN 736-5 Technical and Professional Occupations

Budget Analyst - A budget analyst's primary role is the development, analysis and execution of budgets that are used to assess future financial needs. At the start of every budget sequence managers and department leaders present ideas for financial plans for budget analysts to take under review. Budget analyst's responsibilities include identifying the major principles or facts of information by breaking down information into various separate parts and monitoring and controlling resources and supervising the spending of money within the company/agency.

Engineering Administrator

Under direction, assists engineering personnel in obtaining required test equipment, parts, and tools to support current, future, and ongoing engineering development and test. Incumbent reports to a manager in the Engineering management structure. Incumbent works in an engineering lab or office environment, performing various technical and administrative assignments often under time schedule pressure, requiring attention to small details having impact on program success. Does not supervise any employees, however, may give direction to support staff. Generally will give support/service to project organizations or project engineers at any given point in time. Will make contact with all levels of engineers and project administrators as well as vendors and purchasing agents. Coordinates with other related technical departments as necessary to accomplish work. This is a position of coordination requiring attention to project instructions from engineers. It requires timely attention to important details and diplomatic skills. Work is reviewed by an engineering manager based on direct results of work, feedback from interacting department personnel and observed performance of assigned duties. This position is for an experienced Engineering Administrator who will deal daily with the tasks and processes of supporting the various Engineering departments by obtaining test equipment and parts through purchase, rental, or sharing of existing assets. This process includes obtaining and occasionally helping to write justification for the acquisition of the test equipment, locating the requested equipment from outside vendors, obtaining price and availability information, and the generation and completion of in-house purchase requisitions. This position is responsible for processing these requests through the approval signature process from Engineering management, Finance, and Purchasing. This position is responsible for updating and keeping current the department files and maintaining department records that can be used for tracking, reference, history and auditing purposes.

Environmental Specialist - An Environmental Specialist assists with the development, implementation and maintenance of environmental programs, policies and procedures to ensure compliance with federal, state and local environmental regulations.



• ALL ABOUT PEOPLE •™

Environmental Program Specialist - An Environmental Program Specialist performs a variety of responsible tasks including carrying out of projects or serving as a member of a project team in the resolution of problems related to solid and hazardous materials, site remediation, water resources, construction management, air resources or pollution prevention. Typical activities might include reporting on and making recommendations, based on your own investigations, and serving as a project leader or providing technical direction to other staff. You would provide non-engineering assistance and information to consultants and public officials and the regulated community in developing and implementing non-engineering aspects of regulatory, non-regulatory, and remedial programs related to solid and hazardous materials, site remediation, water resources, construction, management, air resources, or pollution prevention. An Environmental Program Specialist Trainee would, under supervision of higher level staff, receive on-the-job training while performing duties similar to those of the journey-level position.

Environmental Watershed Planner - Collaborates with technical experts on a variety of National Environmental Policy Act (NEPA) and specific State environmental quality acts, policies, or practices-related documents for organizations involved in urban in-fill, water resources, etc., that will improve the quality of life in a specific state or area. Prepares and manages environmental documents. Assumes responsibility for due diligence studies, opportunities and constraint analysis and supporting technical studies, public outreach and presentations to public entities, as well as project organization and submittals and coordination with sub consultants. Works out compliance and permitting and ensures environmental compliance and safety. Works on a full range of environmental planning services, including resource assessments and management plans, environmental impact statements, environmental assessments, categorical exclusions, and environmental overviews. Scopes critical issues and at-risk resources, clearly defines a project's purpose and need, identifies and evaluates a feasible range of alternatives, discloses potential impacts, provides adequate and reasonable mitigation measures, and participates with the public in decision-making processes. Prepares all levels of NEPA studies, and natural, social, and cultural resource planning documents. Displays strong working relationships with Federal, State, tribal, and local resource and regulatory agencies. (Source: eDOT Job Description)

Procurement Specialist - While the typical duties of a procurement specialist are specific to the industry the position is in, those duties will deal largely with the company or team's spending efficiency and providing general pricing leadership. They are always searching for a less expensive alternative for the supplies they purchase to produce their product. Procurement specialist compile requests for materials, prepare purchase orders, keep track of purchases and supplies, and handle inquiries about orders. They make sure that what was purchased arrives on schedule and meets the purchaser's specifications.



Project Administrative Specialist -Incumbents of this class perform the most complex and sensitive administrative support duties. Positions in the Project Administrative Specialist class are distinguished from the Office Specialist and Secretarial classifications in that the duties, functions and responsibilities assigned emphasize the execution of administrative detail assisting a department manager in making maximal effective use of time; overseeing the fluid progression or correspondence and communication between multiple offices and/or business collaborating on multiple projects simultaneously. The difficulty and complexity of the work performed and the required thorough knowledge of the operations and administrative policies and procedures of the department to which the incumbent is assigned differentiate this class from the Office Specialist classes. Incumbents serve as lead workers and are expected to exercise independent judgment in applying the body of technical information in the performance of their duties, with review of end results by management. The emphasis of the Office Specialist classification series is more on the accomplishment of general clerical, typing, word processing and related duties. Incumbents in the latter class performs less difficult, complex and responsible administrative support duties. Serves as a lead worker.